

**DEPARTMENT OF ENVIROMENTAL QUALITY**  
**Office of Information Technology**

**FY 2007 Goals**

**I. ENVIRONMENT**

Provide support to DEQ for their mission to safeguard human health and quality of life by protecting and enhancing the environment

**II. CUSTOMER SERVICE**

1. Provide exceptional technical service to all our customers.
  - a. We will reinforce that IT is still an integral part of DEQ to solve business issues and enhance the productivity of every DEQ employee.
  - b. We will strive to be recognized for our communication skills.
  - c. We will encourage and support activities to ensure that divisions and offices work together to resolve problems and address issues.
  - d. Recognize successful collaborative problem solving.
  - e. Strive to continue consolidation of technical infrastructure for coordination of cross-media environmental information.
  - f. Encouragement of sharing and coordinating of Divisional information to the public as well as other Divisions.
2. In the course of doing business we will measure our customer satisfaction.
  - a. What else do they need from us?
  - b. Have customers seen a change? Is it going the right way?
  - c. Have we shared feedback?
  - d. Are we meeting your needs and expectations?
3. “Go the extra mile” to help DEQ be successful
  - a. Ensure prompt response customer needs. Follow up.
  - b. Not be reactive, but rather, proactive to the technology needs of DEQ.

4. Develop and implement customer technology training for Department.
  - a. Utilize the investment in the DEQ training room.
  - b. Train employees in the efficient and proper use of technology resources.
5. Provide Department-wide and Division specific application development as assigned by the EIMI Coordination Council.<sup>EIMI</sup>

**Measures:**

1. Measure the DEQ employee's satisfaction and programmatic needs.
2. Customers accept our recommendations and solutions
3. DEQ employees are utilizing technology to effectively manage their programmatic responsibilities and regulations.

**III. STATE-BASED REGULATION OF ENVIRONMENTAL PROGRAMS**

Support the DEQ position of primacy for environmental programs by enhancing the ability to use technology in solving regulation issues.

**IV. PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS**

As needed, participate in State/EPA processes and ECOS efforts to reinforce federal/state partnerships to coordinate technology and programmatic needs. We will support the EPA NEIEN project through our workplan for NODE development.

**Measures:**

Work with various agencies (Federal, State and Local) to participate in the CDX project and meet all goals and objectives to flow environmental data through the DEQ node.

**V. EMPLOYEES**

1. Recognize good work of employees in the Office of IT as well as other offices and divisions. Provide feedback to employees on quality work - be proactive.
2. Utilize Quality Council to provide direction and support inter-operability.
  - a. Implement Quality Council communication recommendations, communicate progress to employees.

- b. Properly communicate plans, ideas, direction and needs from the Quality Council to the Office of Information Technology for implementation.
- 3. Continue to support leadership development efforts.
- 4. Provide opportunities for training and professional development.
  - a. Identify training and professional developments needs in performance plans for all employees.

**Measures:**

- 1. Maintain regular bi-weekly staff meetings.
- 2. Maintain regular bi-weekly manager meetings
- 3. Continued participation in Leadership Development.
- 4. Properly reward employees with available resources.

**VI. ENHANCE POLICYMAKERS' UNDERSTANDING OF  
ENVIROMENTAL ISSUES**

Support DEQ's position and efforts